

AGENCY PROFILE

Overview

Purpose

The purpose of the Agency Profile is to help assist Agencies with:

- ✓ Defining service objectives and goals by identifying the energy service needs within their community, and
 - ✓ Justifying the proposed allocations for emergency and non-emergency energy assistance within each agency's service territory.
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Uses of the Agency Profile

The Agency Profile may identify:

1. Additional service needs that aren't currently being provided,
 2. Where an agency should target improvements,
 3. Where budget allocation changes should be made,
 4. Where additional justification needs to be provided.
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Contents

Each Agency Profile will contain census and actual service territory data as well as individual Agency and network programmatic achievements and expenditures under the 2005 LIHEAP PY, as follows:

1. Statistical household income level summary based on the 2000 Census data and department programmatic reporting data from the 2005 LIHEAP PY.
 2. Energy burden achievement based on national average energy burden and the actual average energy burden achieved by individual Agency under the 2005 LIHEAP PY.
 3. Statistical summary of the total number households with vulnerable populations assisted under the 2005 LIHEAP PY statewide and by individual Agency.
 4. County statistical summary of residential households by primary heating fuel type.
 5. Trend analysis for past-years Agency ECIP Heating and Cooling Services (EHCS) and HEAP Gas & Electric and WPO funding allocations and expenditures both by individual agency and statewide.
 6. Climate information indicating the number of days (by County) reaching temperature thresholds of 90 degrees and 60 degrees or lower.
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AGENCY PROFILE

Overview, Continued

**Reviewing the
Agency Profile**

Agencies should review the data provided and prepare to justify the following:

1. Deviation from Statewide ECIP and HEAP Funding Allocation
2. Deviation from Statewide Goals for Energy Burden and Vulnerable Population
3. Identified LIHEAP service needs that are not being provided

Although the Agency Profile data provided can assist the Agencies in planning and assessment of agency service needs, CSD encourages agencies to use other information resources, current programmatic data, and experiences from the current administration of CSD contracts. If an agency has data from a reliable source that will supplement or dispute CSD data, agencies are encouraged to utilize this information in responding to the Service Objectives and Goals Questionnaire.

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Review and Analysis

Census	The 2000 Census data indicates the number of households at defined ranges of poverty, vulnerable populations, and fuel type use by County in comparison to PY 2005 LIHEAP households actually assisted under the same categories.
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Note: This information is provided as background data for agency planning purposes only.

Households Served and Average Benefit	Household data shows the results achieved by the entire network of providers as a whole under the Weatherization, ECIP HCS, ECIP WPO, HEAP WPO, Fast Track, and HEAP Electric & Gas components. Average Benefit details the average client benefit/payment from the various LIHEAP services provided.
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Household Income	<p>Federal law dictates that the highest level of priority is given to those households which have the lowest incomes and the highest energy costs in relation to income, taking into account family size.</p> <p>Under the LIHEAP Mandatory Reporting Requirements to HHS, CSD reports the income ranges of households receiving LIHEAP Services by defined levels of poverty based on the Federal Poverty Guidelines: 0-75%; 75.1% - 100%; 100.1% - 125%; 125.1% - 150%, and over 150%.</p> <p>Given the statutory requirements for prioritizing LIHEAP services to households with the lowest incomes and with members of the vulnerable population, the Household Income provides a statistical household count by poverty range (income), individual agency and service area for the 2005 LIHEAP PY.</p>
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Vulnerable Populations	Vulnerable Populations data shows the results achieved by the entire network of providers as a whole under the Weatherization, Fast Track, HEAP and ECIP HCS components as well as the agency specific Vulnerable Population results achieved.
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Federal law prioritizes vulnerable populations as having the highest need. California data shows that on average network providers **are** serving households with one or more vulnerable populations. All agencies should target achievement of the following statewide goals indicated below.

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Review and Analysis, Continued

Vulnerable Populations (continued)

Program Component	Statewide Goal
Weatherization	77%
Fast Track	65%
HEAP	76%
ECIP HCS	77%

Energy Burden

Energy Burden data indicates the results achieved by the entire network of providers as a whole under the Weatherization, Fast Track, and HEAP components as well as the agency specific Energy Burden results achieved.

Federal law prioritizes high energy burden households as having the highest need and Energy Burden is currently considered the best outcome measure for the LIHEAP. Based on national data, low-income households use about 15% of their income for energy costs.

Although California data shows that on average the network of providers are assisting clients with an average burden of 14%, **all agencies should target achievement of the 15% national average which CSD has adopted as its statewide goal.**

Primary Heating Fuel Type

Fuel Type census data shows the number of low-income households by fuel type by county. This information is provided for HEAP and ECIP WPO budget planning purposes and will be used to gauge whether budget allocations for particular fuel types such as wood, propane, and oil should be included in the agency's plan.

ECIP/HEAP Expenditures

ECIP HCS data show the past year ECIP HCS expenditure comparisons.

Federal law requires that monies allocated to ECIP be used to provide timely and effective assistance to resolve a bona-fide emergency as clarified in CSD's ECIP Policy (see attached).

Based on an analysis of expenditure trends and patterns, the department has identified funding ranges for the ECIP and HEAP program components. California data shows the percentages of the total budget that the network providers have spent on ECIP and HEAP components.

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Review and Analysis, Continued

ECIP/HEAP Expenditures (continued)

Program	Statewide Range
ECIP HCS	1% - 30%
ECIP Fast Track	7% - 42%
ECIP WPO	1% - 21%
HEAP Gas & Electric	27% - 67%
HEAP WPO	1% - 21%

Note: Justification will be required for each sub-program allocation percentage outside the Statewide Range. The range (like all of the other CSD statistics) will be modified each year based on the most current data and trends.

Use of the range is to guide the development of funding budgets within the plan. Although the application of the range is just for planning purposes, and the actual costs must be in accordance with the ECIP Policy, the ranges are intended to represent the acceptable range for actual programmatic expenditure levels by individual program component.

Climate Data

Temperatures by representative cities served by Agency, displayed by month and by climate zone.

1. Agency heating season will be considered any and all months where the average temperature drops **below 60 degrees**.
2. Agency cooling season will be considered any and all months where the average temperature **exceeds 90 degrees**.

Note: These temperatures were chosen as best estimates of when weather could cause health risks and includes recommendations of the California Office of Emergency Services.

Use of Climate Data

1. The climate information should be used to gauge whether ECIP Heating and/or Cooling services are needed and be performed by an Agency.
2. The climate information will also be used for monitoring purposes to denote the standard acceptable designation of heating and cooling seasons for purposes of meeting the “Emergency Assistance Timeframes” as specified in the CSD ECIP Policy (see attached).

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Overview, Continued

Use of Climate Data
(continued)

3. If your agency uses any additional reliable climate data that either expands or retracts the typical heating and/or cooling season as shown in your Agency Profile, this data must be referenced and attached to the Service Objectives and Goals Questionnaire upon submittal to CSD.
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Repeat Customers

Repeat Customers are those individuals receiving utility assistance for two (2) or more consecutive program years. In order to assist your agency in striving to reach the lowest of the low-income and to extend service opportunities to new clients, CSD encourages agencies to adopt a repeat customer policy. Agencies should strive to achieve the Statewide Goals for repeat customers indicated below.

Program Component	Statewide Goal
HEAP	20%
Fast Track	10%
